

# Office of the State Long-Term Care Ombudsman



*“Through advocacy, self-empowerment and education by the Long-Term Care Ombudsman Program each resident or tenant in a long-term care facility will be treated with dignity and respect and will have his/her rights honored.”*

# What does a Long-Term Care (LTC) Ombudsman do?

- LTC Ombudsmen act as Advocates for individuals residing in nursing homes, assisted living programs, or residential care facilities.
- LTC Ombudsmen investigate complaints
- LTC Ombudsmen are a resource for answers regarding long-term care rules and rights.

# What does a (LTC) Ombudsman do?

- LTC Ombudsmen provide information.
- LTC Ombudsmen promote legislative change.
- LTC Ombudsmen provide technical support and training to facilities
- LTC Ombudsmen advise policy makers.

# Why would I call a LTC Ombudsman?

- To ask for assistance resolving a concern in a long-term care facility.
- To learn more about rights in a long-term care setting.
- To clarify state or federal regulations and facility policies.

# Why would I call a LTC Ombudsman?

- To learn about rights when you have a Power of Attorney, Guardianship, or Conservatorship.
- To obtain assistance with the involuntary discharge process.
- To obtain information and assistance about a specific topic.

# Why would I call a LTC Ombudsman?

- To learn about other resources available, including community living options.
- All services are confidential and free of charge.
- Callers may remain anonymous.

# Know Your Rights

Residents of long-term care facilities are entitled to many rights. They include, but are not limited to the Right to:

- Be treated with dignity and respect.
- Expect privacy and confidentiality.
- Participate in the care planning process and make decisions about treatment.



# Know Your Rights

- Make personal choices, including when to go to bed, when to get up and what to eat.
- Have your personal belongings.
- Enjoy individual interests.

# Know Your Rights

- Express concerns without fear of reprisal.
- Be fully informed about services and costs.
- Be free from restraints, abuse discrimination and neglect.

# Mission of the Office of the LTC Ombudsman

The Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare, and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems, and providing advocacy with the goal of enhancing quality of life and care.

# Mission of the Office of the LTC Ombudsman

The Long-Term Care Ombudsmen are there to help answer questions about assisted living and elder group programs, nursing and residential care facilities, as well as the wide variety of issues that arise. They are here to support the choices of residents and tenants and act as an advocate.



Office of the State Long-Term Care

**OMBUDSMAN**

*Established within the Iowa Department on Aging*

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